

**REMARKS**

In response to the Office Action mailed November 15, 2007, Applicant submits the enclosed Amendments to the Claim as indicated above. Claims 1-15 were canceled. Claims 16-35 are pending in this application. Claims 16, 23, and 32-34 have been amended.

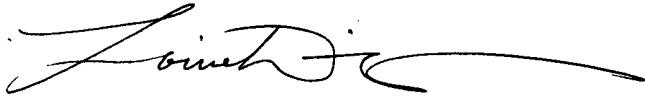
**Sections 103(a) Rejections**

Claims 16-35 were rejected under 35 U.S.C. §103(a) as being unpatentable over Miller (US 2003/0036925 A1) in view of Chiang et al. (US Patent No. 6,381,711 B1). As amended, claim 16 recites "...traversing the decision tree based upon one or more answers, in customer terminology, received in response to the question until one or more service actions are determined..." "...receiving data in a field in a data structure based upon the one or more answers ..." and "...validating the input to configure one or more IT services, in IT terminology, associated with the one or more service actions...." Neither Miller nor Chiang et al. discloses, teaches, suggests, motivates, either individually or in combination, the claimed invention. Further, claims 17-22 depend from claim 16 and are believed to be allowable for the same reasons as those set forth for claim 16.

Claims 23 and 32-34 have been amended similarly to claim 16 and are believed to be allowable for the same reasons as claim 16. Further, claims 24-31 depend on claim 23 and claim 35 depends on claim 34. Claims 24-31 and 35 are also believed to be allowable for the same reasons as those set forth above for claims 16-23.

Applicant submits that the above-referenced application is in condition for allowance. If the Examiner has any questions regarding the above-referenced case, please do not hesitate to contact the undersigned representative.

Respectfully submitted,



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